



**Supersedes:** 2022-D-005

**Directive #** 2023-D-011

**Subject– Ground Operations Manual (GOM), Version 3.3**

**From:** Airport Operations

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**Date of Issue:** 2023-07-05

**Effective Date:** 2023-07-05

**Expected Action:**

Airside operators are expected to:

- Ensure that their training, processes and procedures reflect the contents of this document (to the extent appropriate)
- Ensure that their staff and contractors conform to its requirements
- and cease use of the Ground Operations Manual, Version 3.2
- Continue to monitor Directives and Advisories with content relative to the GOM 3.3 edition

**Background and Impact:** The Greater Toronto Airports Authority (GTAA) continues to pursue a strategy building a world-class airside operation, in terms of safety and efficiency at Toronto Pearson. The Ground Operations Manual (GOM) defines the objectives, policies, rules, and procedures that are designed to create a world-class operation. As such, the GOM is an essential reference for all airside operators, including airlines, ground service providers, tenants, and contractors. The purpose of this Directive is to announce the release of Version 3.3 and to highlight the major changes therein. These changes are summarized in Appendix "A".

The GOM has transitioned to SharePoint, making it more efficient to download and reference. [Ground Operations Manual - Home \(sharepoint.com\)](#). If you have further questions regarding GOM 3.3 please send your request in an email to: [Groundhandlingprogram@gtaa.com](mailto:Groundhandlingprogram@gtaa.com)

A handwritten signature in black ink, appearing to read "Craig Bradbrook".

Craig Bradbrook  
Chief Operating Officer

## **APPENDIX "A"**

### **Ground Operations Manual Version 3.3 Outline of Contents and Major Changes**

#### **Updates to the Ground Operations Manual SharePoint Site**

In an effort to engage all users of the GOM, please note the feedback tab on the SharePoint site. Clicking the link will produce a feedback form to be filled out.

#### **PART A – Introduction to Operating at Toronto Pearson International Airport**

- Revised Introduction
- Notice added to changes coming to the Handbook for business partners
- Revised language on Rules and Regulations
- Revised Health Airport segment

#### **PART B – Airport Operations – Organizational Structure**

- Updated organization chart

#### **PART C – Service Level and Performance Standards for Operational Partners**

- Various language revisions
- Revised language on SLS year over year expectations

#### **PART D – Airfield and Apron Facilities and Operating Policies**

- D.4.5 Requirement for users of equipment to use a manufacturer approved training program.
- D.5.10 Updated ULD responsibilities
- D.6 Added Mobile GSE language (Stairs, Gantry, MBA's)
- D.6.2 Original Equipment Manufactured Training and Train the Trainer language added
- D.6.3 Fault reporting recommendations added
- D.6.5.2 GTAA Recommended Operator Pre-Check sheet added
- D.6.5.2 Safety and Operating Precautions recommendation added
- D.6.11 Mobile Ground Support Equipment new segment added
- D.6.21.1 Updated AMRP 'Normal Hours' Map locations
- D.6.21.2 Updated AMRP 'Restricted Hours' Map locations
- D.6.19.5 Revised language pertaining to post-approval power runs
- D.7.4 FOD Prevention and Control Policy Added

#### **PART E – Baggage Operations and Standards**

- Updates to transfer belts content

- Revised language added relating to expectation on GSE design limits

**PART F – Airside Driving Certification (AVOP) and Airside Vehicle Licensing**

- No new content added

**PART G – Deicing Operations**

- Updated Management Org Chart, staff complement
- Revised Key Personnel Directory and Key Management Responsibilities
- Updates to contact information
- Revised Health check protocols

**PART H – Airfield Contingency**

- Various language revisions
- H.3.3.2 taxilane updates

**PART I – Airfield Activities and Construction**

- New airside coordination submission contact added [airsidecoordination@gtaa.com](mailto:airsidecoordination@gtaa.com)
- Various language revisions

**PART J – Operational Training and Quality Assurance**

- Various language revisions

**PART K – Safety, Environmental Protection and Accident/Incident Investigation Processes**

- Revised language on LRST Committee
- K.5.5 Non-Punitive Reporting Policy added
- Revised language on SMS For the Toronto Pearson Community

**PART L – Code F Plan**

- No Updates